

**From:** Jon Anderson  
**To:** Microsoft ATR  
**Date:** 1/27/02 2:55am  
**Subject:** Microsoft Suit

To Whom It May Concern,

Although I am a long-time user of Microsoft products, I find I am alarmed at the stories I've heard of under-handed competitive practices, and the trend towards fee-based services one can see in the new XP line of products. At this pace consumers can expect to be subject to the same kind of abuse in the use of our computers as we now experience with local and long-distance telephone service where de-regulation has provided us with no real benefit.

I offer one personal example of a company grown to large and too greedy to care about individual consumers: When I purchased Microsoft's PowerPoint 2000 software, it scrambled my installation of MS-Office 97. When I called Microsoft's technical support, I was told that the issue did not reside with the PowerPoint 2000 product, but with Microsoft Office 97...which they no longer supported. I protested that the Office 97 product was fine until the PowerPoint 2000 installation, but was told if I wanted further help, it would cost me \$35. I believe that a product costing roughly \$250-500 (depending on upgrade versus full version) should be supported when it misbehaves--certainly for more than 4 years. And--as a consumer and writer--I resent the special status accorded software "engineers" who are pushing us towards a system of hourly fees: no one has offered to pay writers every time their articles are read. Furthermore, I have become resentful of continually buying so-called "upgrades" to software which are more aptly called "bug fixes".

I encourage you to take a hard look at this company and do your duty--provide a bulwark for the consumer against corporate greed and abuse. I grow tired of being nickel & dimes to death by companies grown too large to care about customer service. While Microsoft products are generally good--and certainly we need standards for PC operation--the consumer currently finds him/herself with fewer choices than were available even a few years ago. In a market where consumers have no choice, it's up to the government to step in and make sure that choice and a free-market dynamic are restored.

Thank you,

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**CC:** Fred Newman